



KNOWLEDGE MAPPING QUESTIONS

Not sure what information to include in the Knowledge and Skills Form? The questions below will prompt you to think about several aspects of your job. When gathering information on knowledge and skills, include anything a new employee would need to know to do the job. Do not include standard skills common to the job that others in a similar position know how to do or that are gained through a particular degree or certification.

1. What kinds of knowledge or skills do you have that your office will miss when you leave?
2. If you had to leave suddenly and only had one day left to brief your replacement, what would you put on your list of things to tell them?
3. Looking back, what things do you wish your office had taught you early in your job that you eventually learned the hard way?
4. What are the key resources (procedures, manual, checklists, etc) that you use to do your job?
5. What pieces of knowledge are you most worried about slipping through the cracks when you leave?
6. Are there some important types of knowledge that take a long time for someone else to learn but are critical to your job? What are they?
7. How did you learn the things you know? What were the critical training programs, work assignment, etc?
8. What is unique about your background compared to the typical employee in a position like yours?
9. Who do you contact for assistance most frequently in order to do your job?
10. What are the most frequent issues or questions people bring to you? Which consume the most time?